



2010/11
Budget

FINANCE AND ADMINISTRATION

- *Assistant City Manager/Finance & Administration*.....**John M. Lamerato**
- *Financial Services Director*.....**James Nash**



City of
Troy



2010/11
Budget

FINANCE

FUNCTIONAL ORGANIZATIONAL CHART

- **Accounting**

- ✓ Performs accounting of all financial transactions
- ✓ Processes payroll and retiree payments
- ✓ Processes accounts payable transactions
- ✓ Processes accounts receivable transactions for the General Fund
- ✓ Assists in annual audit
- ✓ Processes grant reimbursement requests

- **City Assessor's Office**

- ✓ Supervises preparation of Assessment Roll
- ✓ Serves as secretary of the Board of Review
- ✓ Implements policies and procedures
- ✓ Defends City in all matters before full Michigan Tax Tribunal

- **City Treasurer's Office**

- ✓ Performs collection and recording of all City revenue accounts
- ✓ Prepares and deposits all funds to appropriate accounts
- ✓ Maintains and balances tax roll
- ✓ Reconciles the Downtown Development Authority District
- ✓ Maintains billing of special assessments and name and address files
- ✓ Processes outgoing City mail

- **Purchasing**

- ✓ Processes all non-construction bid requests for goods and services
- ✓ Reviews and approves all on-line purchase orders
- ✓ Reviews and approves all City invoices
- ✓ Performs contract administration of City-wide, non-construction contracts

- **Risk Management**

- ✓ Coordinates the Casualty/ Property Insurance Program
- ✓ Coordinates the Workers' Compensation Insurance Program
- ✓ Coordinates the employee insurance benefits programs
- ✓ Coordinates the employee safety programs



2010/11
Budget

FINANCE

DEPARTMENT AT A GLANCE

Funding Level Summary	2007/08		Estimated 2009/10		2010/11	% Of Change
	Actual	Actual	Budget	Budget	Budget	
Accounting	\$1,152,628	\$1,146,827	\$ 863,980	\$ 876,170	\$ 765,140	-13%
Board of Review	1,753	4,660	1,960	1,960	2,925	49%
Assessor's Office	921,972	960,869	1,018,190	1,003,700	806,900	-20%
Treasurer's Office	496,767	628,293	596,080	573,340	629,837	10%
Independent Audit	60,347	62,157	62,000	65,000	64,000	-2%
Purchasing	370,410	376,904	369,205	378,450	379,798	0%
Risk Management	0	3,253	248,470	\$251,400	177,236	-30%
Total Department	\$3,003,877	\$3,182,963	\$3,159,885	\$3,150,020	\$2,825,836	-10%
Personal Services	\$2,592,152	\$2,572,275	\$2,645,220	\$2,623,040	\$2,312,946	-12%
Supplies	72,299	66,933	68,300	69,700	70,050	1%
Other Services/ Charges	339,426	543,755	446,365	457,280	442,840	-3%
Total Department	\$3,003,877	\$3,182,963	\$3,159,885	\$3,150,020	\$2,825,836	-10%

Personnel Summary	2007/08		2008/09		2009/10		2010/11	
	Full - Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time
Finance	26	3	25	3	24	2	20	2
Total Department	26	3	25	3	24	2	20	2



- *Financial Services Director*.....James Nash
- *Risk Manager*.....Stephen Cooperrider



City of
Troy



2010/11
Budget

ACCOUNTING/RISK MANAGEMENT

DEPARTMENT AT A GLANCE

Funding Level Summary	2007/08		Estimated 2009/10		2010/11	% Of Change
	Actual	Actual	Budget	Budget	Budget	
Accounting	\$1,152,628	\$1,145,447	\$ 863,980	\$ 876,170	\$ 765,140	-13%
Risk Management	0	3,253	248,470	251,400	177,236	-30%
Total Department	\$1,152,628	\$1,148,700	\$1,112,450	\$1,127,570	\$ 942,376	-16%
Personal Services	\$1,083,933	\$1,090,756	\$1,055,610	\$1,064,720	\$ 860,006	-19%
Supplies	18,583	12,796	14,100	15,000	14,400	-4%
Other Services/ Charges	50,112	45,148	42,740	47,850	67,970	42%
Total Department	\$1,152,628	\$1,148,700	\$1,112,450	\$1,127,570	\$ 942,376	-16%

Personnel Summary	2007/08		2008/09		2009/10		2010/11	
	Full-Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time
Accounting/Risk Management	10.5	0	10.5	0	9.5	0	7	0
Total Department	10.5	0	10.5	0	9.5	0	7	0



MISSION AND SERVICE STATEMENTS

- ***Mission Statement***

The mission of the Accounting Department is to achieve excellence in the accounting of all financial transactions, and provide support to City departments with financial; budgetary; and procurement issues. The mission of Risk Management is to protect the City's assets: financial, property and human resources through acquiring appropriate insurance coverage for the City and evaluating City facilities, activities, procedures and policies to limit risks.

- ***Service Statement***

The Accounting Department is responsible for the books of original entry for the assets, liabilities, equities, revenues and expenditures of the City. Payroll, retiree payments, accounts payable, escrow deposits, fixed asset details, grant records and accounts receivable are accounted for under the direction of the Financial Services Director. All funds are monitored for accuracy and proper accounting methods. An annual audited financial report, required by State statute, is produced and expanded into the Comprehensive Annual Financial Report (CAFR).

Financial information is available online to all departments through our LogosNet financial management platform. We are continuing to develop applications and reports, and provide support to user departments on a daily basis, in addition to that which is provided by Information Technology.

Processing payroll for City employees is an important function of Accounting.

We continue to de-centralize time entry with our LogosNet platform. Accounting now enters payroll information for over 250 employees with verification occurring in Accounting. Tax withholding payments and all benefits related to payroll are processed in a timely manner. In addition to the regular bi-weekly payroll for current employees, monthly checks are prepared for the City's retirees.

Accounting processes all accounts payable checks on a weekly or monthly basis, depending on the vendor. With LogosNet we are increasing our usage of ACH electronic payments to vendors in addition to traditional checks. Fixed assets and depreciable asset records are maintained by Accounting

Risk Management is responsible for administering the City's insurance and loss control programs that include casualty and property, workers' compensation, employee medical, dental, life and disability insurance, and employee safety and wellness programs. Premiums for employee health insurance are reconciled and processed monthly.

- ***Did You Know?***

- ✓ Risk Management received the Michigan Public Risk Management Association (MIPRIMA) Membership Achievement Award for 2009. The Risk Management Department was able to obtain a reduction in rates to produce an anticipated 21.59% savings to the City for the employee benefits of Short-term Disability, Long-term Disability and Life Insurance. The City employee dental benefit program went to a self-insured program with an anticipated savings of 14%.



2010/11
Budget

ACCOUNTING/RISK MANAGEMENT

PERFORMANCE OBJECTIVES

Outputs

- ✓ Complete the implementation of the Logos Net Enterprise Financial Management System. **(Output A, B, J, O, T)**

*See the list of outputs as ranked by City Council in the [CITY-WIDE ACTION PLAN](#) on pages 15 and 16.

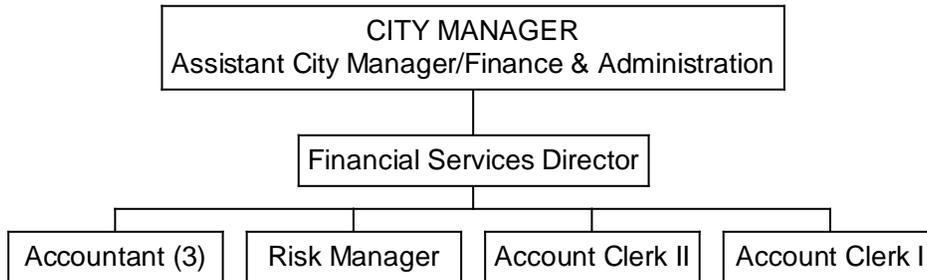
Performance Indicators		2008/09 Actual	2009/10 Projected	2009/10 Budget	2010/11 Budget
Output	✓ Payroll Checks/Direct Deposits	23,976	24,750	24,500	21,500
	✓ General Fund Invoices	1,610	7,500	2,100	7,800
	✓ Insurance Certificates Approved	365	369	368	400
	✓ Accounts Payable Checks /EFTs	16,582	13,750	13,500	13,500
	✓ Retiree Checks/Direct Deposits	4,148	4,300	4,000	4,400
	✓ Surety Bonds Approved	17	12	20	25
Efficiency	✓ GFOA Certificate of Achievement Awards	12	13	13	14
	✓ Administration of Federal Grants	\$4.8 M	\$2 M	\$1 M	\$1 M
	✓ Workers' Comp Claims Processed	102	92	80	90
	✓ Liability/Property Claims Processed	131	100	139	130
	✓ Safety Training Programs Conducted	10	6	15	10
	✓ Hospitalization / Dental Insurance Change Transactions	424	500	493	400



2010/11
Budget

ACCOUNTING/RISK MANAGEMENT

ORGANIZATIONAL CHART



Staff Summary	Approved 2008/09	Approved 2009/10	Recommended 2010/11
Financial Services Director	1	1	1
Account Clerk I	1.5	1.5	1
Account Clerk II	1	1	1
Accountant	5	4	3
Insurance/Safety Coordinator	1	1	0
Risk Manager	1	1	1
Total Department	10.5	9.5	7



2010/11
Budget

ACCOUNTING/RISK MANAGEMENT

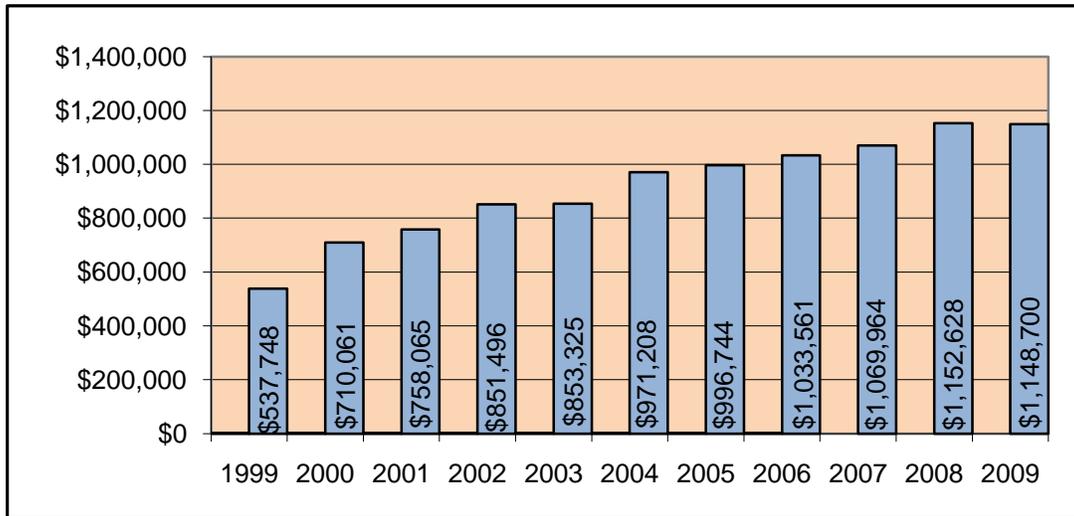
SUMMARY OF BUDGET CHANGES

- Significant Notes – 2010/11 Budget Compared to 2009/10 Budget**

Personal Services decreased **\$204,714 (19%)** due to the reduction of 1 Accountant, 1 Insurance/Safety Coordinator, ½ of an Account Clerk I and 5% wage concessions in the form of furlough days.

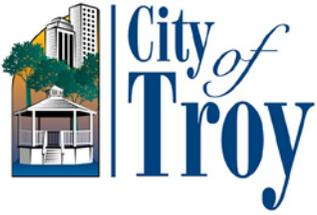
Other Services/Charges increased \$20,120 (42%) to allocate funding for the accounting of federal and state grants.

- Operating Budget History**





City of
Troy



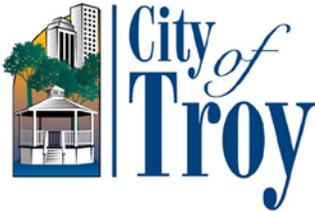
2010/11
Budget

CITY ASSESSOR'S OFFICE

- *City Assessor*.....Leger (Nino) Licari



City of
Troy



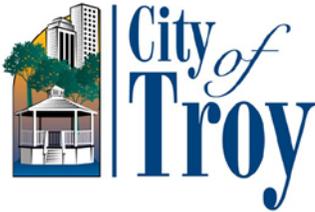
2010/11
Budget

CITY ASSESSOR'S OFFICE

DEPARTMENT AT A GLANCE

Funding Level Summary	2007/08		Estimated		2010/11	% Of Change
	Actual	Actual	2009/10 Budget	2009/10 Budget	Budget	
City Assessor's Office	\$ 921,972	\$ 960,869	\$1,018,190	\$1,003,700	\$ 806,900	-20%
Board of Review	1,753	4,660	1,960	1,960	2,925	49%
Total Department	\$ 923,725	\$ 965,529	\$1,020,150	\$1,005,660	\$ 809,825	-19%
Personal Services	\$ 806,349	\$ 844,897	\$ 899,200	\$ 883,680	\$ 720,495	-18%
Supplies	17,403	18,580	20,000	20,000	20,000	0%
Other Services/ Charges	99,973	102,052	100,950	101,980	69,330	-32%
Total Department	\$ 923,725	\$ 965,529	\$1,020,150	\$1,005,660	\$ 809,825	-19%

Personnel Summary	2007/08		2008/09		2009/10		2010/11	
	Full-Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time
City Assessor's Office	8	2	8	2	8	1	6	1
Total Department	8	2	8	2	8	1	6	1



2010/11
Budget

CITY ASSESSOR'S OFFICE

MISSION AND SERVICE STATEMENTS

- ***Mission Statement***

The mission of the City Assessor's Office is to accurately inventory and appraise every parcel of property in Troy in order to fairly distribute tax burden, which supports the cost of government.

- ***Service Statement***

The City Assessor's Office assesses all real and personal property within Troy. As mandated by the State of Michigan Constitution, all property must be assessed at 50% of its market value. The first function of the process involves an accurate inventory of all of this property, which requires that the City Assessor's Office be able to legally describe all real property, whether it be a "metes and bounds" (engineered survey) or a platted lot (subdivision) description. As a function of this process, the City Assessor's Office handles all combinations, splits, corrections and any other description changes that may be requested by an owner of a property.

The City Assessor's Office ensures that any description changes meet local ordinances with the assistance of the Building Inspection and Planning Departments.

These changes must also conform to the Land Division Act. The City Assessor's Office makes sure the correct owner of all property is recorded with that property. This is accomplished through examination of deeds, and property transfer affidavits. These two items are also used to assist in the assessment of property.

The City Assessor's Office is responsible for the special assessment rolls, which ensure equitable disbursement of the cost of infrastructure improvements to all benefited parties. The City Assessor's Office administers the principal residence exemption and property transfer affidavit programs mandated by the changes brought about by Proposal A of 1994. The City Assessor's Office is responsible for a combined total 2010 state equalized valuation that will approach \$5 billion, second only to Detroit in the state of Michigan.

- ***Did You Know?***

- ✓ Of all the counties in the state, Troy's state equalized value would rank 13th if it were a county by itself.



2010/11
Budget

CITY ASSESSOR'S OFFICE

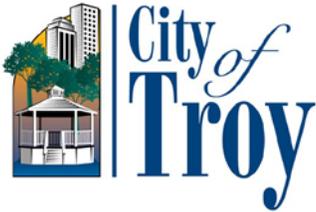
PERFORMANCE OBJECTIVES

Outputs

- ✓ Fairly and equitably spread the tax liability amongst property owners by achieving a 50% ratio of assessment to market value, with a 1.00 county and state equalization factor. **(All Outputs)**
- ✓ Ensure the market value adjustments are accurate within subdivisions by analyzing all sales data to determine whether it is included in the sales study. **(All Outputs)**
- ✓ Make available electronically to the public any assessment data legally allowed. **(Output T, II)**

*See the list of outputs as ranked by City Council in the [CITY-WIDE ACTION PLAN](#) on pages 15 and 16.

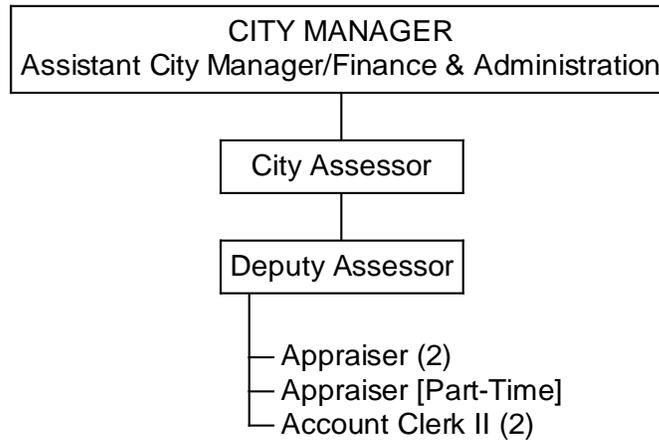
Performance Indicators		2008/09 Actual	2009/10 Projected	2009/10 Budget	2010/11 Budget
Output	✓ Commercial and Industrial Appraisals	300	300	300	200
	✓ Residential Appraisals	1,500	1,500	1,500	1,500
	✓ Personal Property Audits	400	400	400	500
	✓ Principal Residence Exemptions	3,000	3,000	3,000	3,000
	✓ Transfer Affidavits and Deed Processing	6,000	6,000	6,000	6,000
	✓ Property Description Changes	200	200	200	125
	✓ Re-inspections	1,500	1,500	1,500	1,500
	✓ Small Claims Tribunal Appeals	250	250	250	500
	✓ Full Tribunal Appeals	100	100	100	264
Efficiency	✓ Sales Ratio	50%	50%	50%	50%
	✓ Equalization Factor	1.00	1.00	1.00	1.00
	✓ Budget Cost per Parcel	27.77	26.65	26.65	28.00
	✓ Assessing Budget % of General Fund	1.6%	1.7%	1.6%	1.4%



2010/11
Budget

CITY ASSESSOR'S OFFICE

ORGANIZATIONAL CHART



Staff Summary	Approved 2008/09	Approved 2009/10	Recommended 2010/11
City Assessor	1	1	1
Deputy Assessor	1	1	1
Account Clerk II	0	2	2
Appraiser	4	4	2
Appraiser [Part-Time]	1	1	1
Clerk/Typist [Part-Time]	1	0	0
Office Assistant II	2	0	0
Total Department	10	9	7



2010/11
Budget

CITY ASSESSOR'S OFFICE

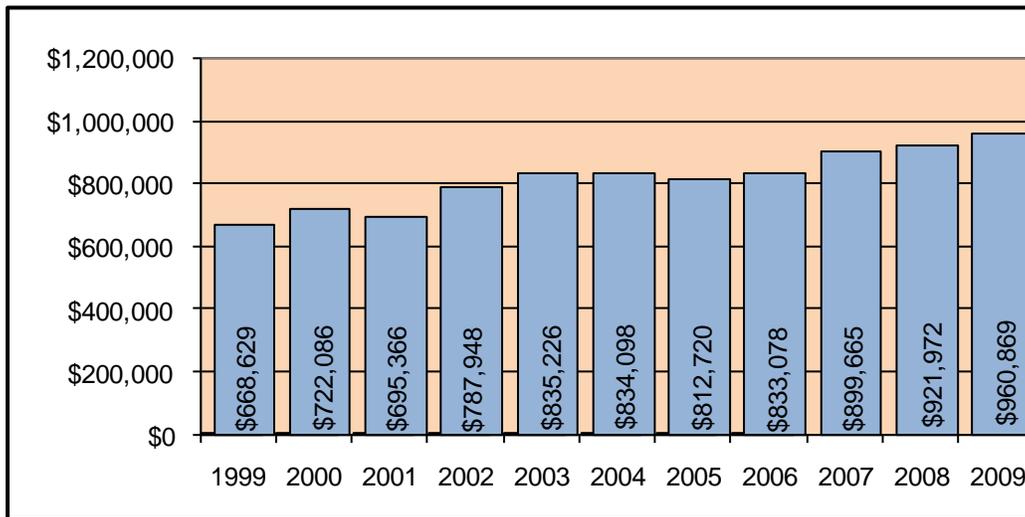
SUMMARY OF BUDGET CHANGES

Significant Notes – 2010/11 Budget Compared to 2009/10 Budget

Personal Services decreased **\$163,185 (18%)** due to the reduction of 2 Appraisers and 5% wage concessions in the form of furlough days.

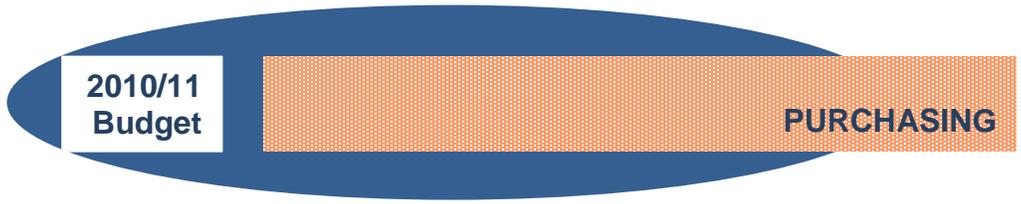
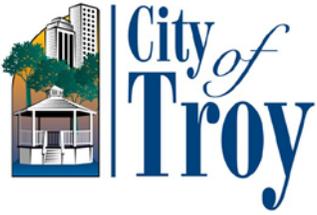
Other Services/Charges decreased **\$32,650 (32%)** due to the reduction of 2 vehicles and 3 computers.

- *Operating Budget History*





City of
Troy



- *Purchasing Director*.....**Susan Leirstein**



City of
Troy



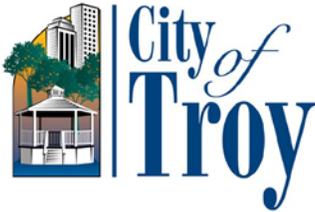
2010/11
Budget

PURCHASING

DEPARTMENT AT A GLANCE

Funding Level Summary	2007/08		Estimated 2009/10		2010/11	% of Change
	Actual	Actual	Budget	Budget	Budget	
Purchasing Department	\$370,410	\$376,904	\$369,205	\$378,450	\$379,798	0%
Total Department	\$370,410	\$376,904	\$369,205	\$378,450	\$379,798	0%
Personal Services	\$348,866	\$357,413	\$349,480	\$357,200	\$359,198	1%
Supplies	7,422	4,758	4,900	5,400	5,150	-5%
Other Services/ Charges	14,122	14,733	14,825	15,850	15,450	-3%
Total Department	\$370,410	\$376,904	\$369,205	\$378,450	\$379,798	0%

Personnel Summary	2007/08		2008/09		2009/10		2010/11	
	Full-Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time
Purchasing Department	3	1	3	1	3	1	3	1
Total Department	3	1	3	1	3	1	3	1



2010/11
Budget

PURCHASING

MISSION AND SERVICE STATEMENTS

- ***Mission Statement***

The Purchasing Department has a deep and abiding commitment to government that is better, faster and cheaper. This means rethinking our mission, focusing on core functions, and embracing a set of tools, technologies and organizational approaches dedicated to delivering true public value efficiently.

- ***Service Statement***

Troy is one of the founding members of the MITN (Michigan Intergovernmental Trade Network) Purchasing Cooperative (formerly the Tri-County Purchasing Cooperative). Since March 3, 2003 the MITN established an e-procurement website that has been used by the City of Troy. Fifty-five other entities in addition to Troy use the site to provide vendor registration, auction services, posting of bids, quotations, requests for proposals, addenda and awards (including tabulations), and more are being added each month. By establishing this centralized system vendors have a single point of contact and broader access to new business opportunities in our region.

Greater efficiency has been achieved for the participating agencies by reducing bid processing costs and creating more competition. Over 8,200 vendors actively utilize the MITN website. As of January 1, 2005 the MITN on-line auction website became operational.

MITN auction sales for 2008/09 and through January 2010 totaled \$ \$126,353.38 and \$130,143.19 respectively, and included well-used or obsolete items such as furniture, office equipment, vehicles, parks equipment, police/fire equipment and computers.

The City's Engineering Department utilized the MITN system again in 2009 and experienced a savings of approximately \$115,836 on engineers' estimates for pavement rehab and the manhole rehabilitation program.

- ***Did You Know?***

- ✓ For the 7th year in a row the Purchasing Department received the prestigious Achievement of Excellence in Procurement (AEP) award from the National Purchasing Institute. The AEP is awarded annually to organizations that demonstrate excellence by obtaining a minimum score on a rating of standardized criteria. The program is designed to measure innovation; professionalism; productivity and the leadership attributes of a procurement organization. The City of Troy is 1 of only 59 entities in the US to receive the national award.



2010/11
Budget

PURCHASING

PERFORMANCE OBJECTIVES

Outputs

- ✓ Explore the option to outsource City departments; implement when savings exist. **(M, R, S)**
- ✓ Promote sustainability where feasible and practical. **(W)**

*See the list of outputs as ranked by City Council in the [CITY-WIDE ACTION PLAN](#) on pages 15 and 16.

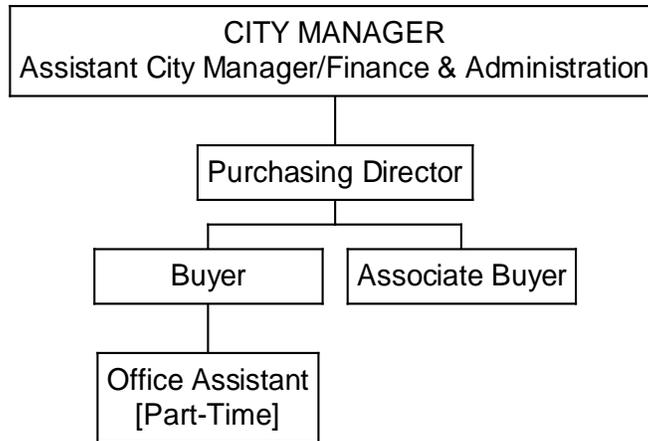
	Performance Indicators	2008/09 Actual	2009/10 Projected	2009/10 Budget	2010/11 Budget
Output	✓ Bid/Proposals Processed	49	45	45	45
	✓ Bid/Proposal Responses Received	271	250	200	250
	✓ Value of Solicited Contracts	\$6.4 M	\$5 M	\$4 M	\$5 M
	✓ Goods/Services Purchased	33.8 M	\$29 M	\$32 M	\$29 M
	✓ Other Contracts Originated	\$1.4 M	\$1.1 M	\$1.4 M	\$1 M
	✓ P-Card Transactions per Year	1,981	1,800	1,800	1,800
	✓ Total P-Card Spending	\$307,165	\$300,000	\$324,000	\$300,000
	✓ \$ Generated Property Auctioned	\$126,350	\$175,000	\$100,000	\$125,000
Efficiency	✓ Achievement in Excellence Procurement Award	7	8	8	9
	✓ Internal Customer Satisfaction	94%	94%	94%	94%
	✓ Average # of Days from Bid Request to Award	60	70	70	70
	✓ Bid Process Savings	\$1.6 M	\$1 M	\$500,000	\$1 M
	✓ Vendor Protests	0	0	0	0
	✓ Cost per Dollar Purchased	\$.011	\$.013	\$.012	\$.012
	✓ Total Purchases Monitored per Full-Time Employee	\$11.2 M	\$9.6 M	\$10.6 M	\$9.6 M
	✓ Average Amount of P-Card Transactions	\$155	\$165	\$180	\$165
	✓ Office Supply Rebates	\$4,600	\$4,500	\$5,000	\$4,000



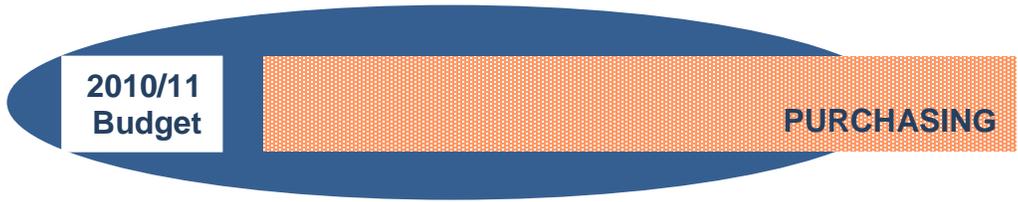
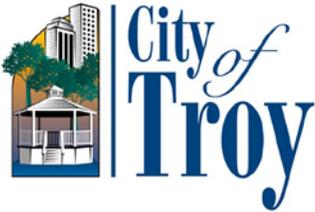
2010/11
Budget

PURCHASING

ORGANIZATIONAL CHART



Staff Summary	Approved 2008/09	Approved 2009/10	Recommended 2010/11
Purchasing Director	1	1	1
Buyer	1	1	1
Associate Buyer	1	1	1
Clerk Typist [Part-Time]	1	0	0
Office Assistant [Part-Time]	0	1	1
Total Department	4	4	4

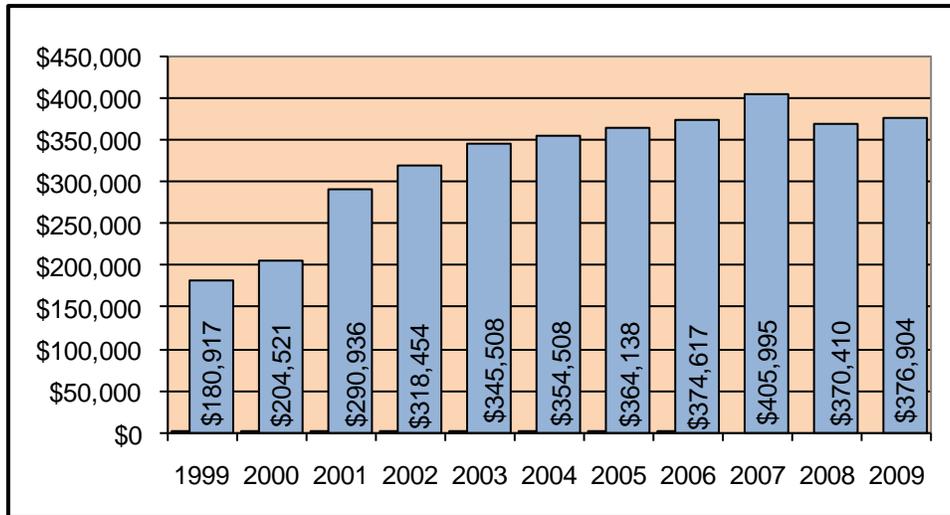


SUMMARY OF BUDGET CHANGES

- **Significant Notes – 2010/11 Budget Compared To 2009/10 Budget**

Supplies decreased \$250 (5%) as more notices are processed electronically.

- **Operating Budget History**





City of
Troy



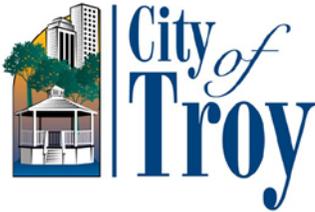
2010/11
Budget

CITY TREASURER'S OFFICE

• *City Treasurer*.....**Sandra Kasperek**



City of
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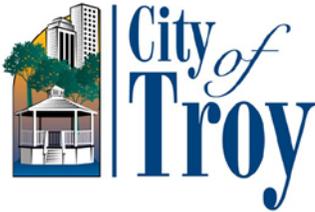
2010/11
Budget

CITY TREASURER'S OFFICE

DEPARTMENT AT A GLANCE

Funding		Estimated				
Level	2007/08	2008/09	2009/10	2009/10	2010/11	% of
Summary	Actual	Actual	Budget	Budget	Budget	Change
City Treasurer's Office	\$496,767	\$628,293	\$596,080	\$573,340	\$629,837	10%
Total Department	\$496,767	\$628,293	\$596,080	\$573,340	\$629,837	10%
Personal Services	\$353,004	\$279,209	\$340,930	\$317,440	\$ 373,247	18%
Supplies	28,891	29,418	29,300	29,300	30,500	4%
Other Services/ Charges	114,872	319,666	225,850	226,600	226,090	0%
Total Department	\$496,767	\$628,293	\$596,080	\$573,340	\$629,837	10%

Personnel		2007/08		2008/09		2009/10		2010/11	
Summary	Full-Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time	
City Treasurer's Office	4.5	0	3.5	0	3.5	0	4	0	
Total Department	4.5	0	3.5	0	3.5	0	4	0	



MISSION AND SERVICE STATEMENTS

- ***Mission Statement***

The mission of the City Treasurer's Office is to provide knowledgeable and courteous customer assistance for residents, businesses and visitors, and to implement the most current information technology available.

- ***Service Statement***

The City Treasurer's Office serves as the focal point for all collections, deposits and disbursement of receipts for the City on a daily basis. Key functions of this office include the billing, collection, and distribution of tax roll revenues. As taxes are collected, distributions are made to each of the state, county, school district and municipal taxing authorities. Another main function of the Treasurer's Office is collection of revenue in the form of payments for general invoices, annual special assessments for paving, water main, sewer, drains and sidewalks and quarterly water bills.

A convenient automatic water bill payment plan was implemented for residents who like the option of paying water bills directly from a checking or savings account.

Automatic bill payment saves time and money. No more hassle remembering to write checks and no more late fees for past due water payments. To take advantage of this easy payment option, just fill in and send the form conveniently found on the city's website. The payment is automatically deducted from a checking or savings account on the due date.

Payments made online through your banking institution are not electronically submitted, but require that institution to create and mail a paper check. Remember to allow 7 -10 business days for mailing purposes when using this payment method.

Computerized point-of-sale equipment with scanning capabilities provides quick and accurate transaction data entry.

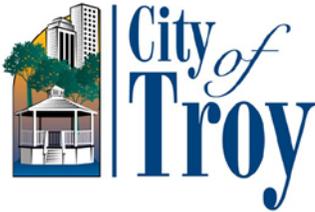
Electronic files containing payment information for hundreds of parcels are imported from tax service companies and downloaded to the tax database.

Water and tax payments processed at our financial institution's lockbox provide same-day deposits and daily electronic information files. These files are imported and down-loaded to the water and tax databases easily and cost-effectively.

Tax payments by credit card are accepted through the Official Payments, which applies a convenience fee.

- ***Did You Know?***

- ✓ Tax information is accessible 24 hours a day, 7 days a week on the City of Troy's website www.troymi.gov.
- ✓ Drop boxes are conveniently located outside the east and west entrances to City Hall. Payments by check may be placed in the drop boxes at any time.



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CITY TREASURER'S OFFICE

PERFORMANCE OBJECTIVES

Outputs

- ✓ Review and evaluate policies and procedures to develop strategies for increasing efficiency and improving customer service. **(Output M, T)**
- ✓ Research additional payment alternatives to provide supplementary cost-effective payment options for customers. **(Output M)**
- ✓ Research and evaluate outgoing mail solutions. **(Output M)**

*See the list of outputs as ranked by City Council in the [CITY-WIDE ACTION PLAN](#) on pages 15 and 16.

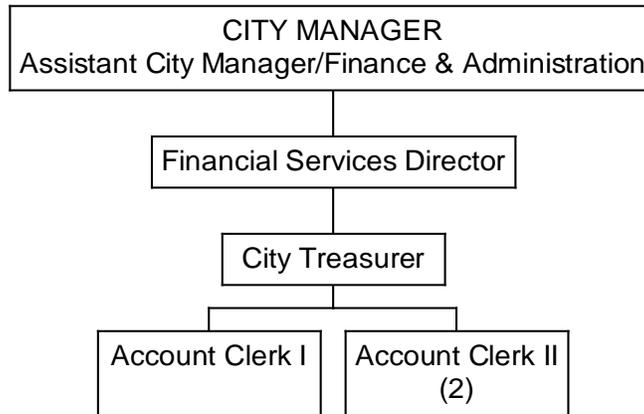
Performance Indicators		2008/09 Actual	2009/10 Projected	2009/10 Budget	2010/11 Budget
Output	✓ Tax Bill Payments Processed Manually	25,600	23,830	25,600	24,500
	✓ Tax Bill Payments Processed - Electronically and Lockbox	40,800	41,320	41,000	41,500
	✓ Tax Bill Payments Processed - Online/IVR Credit Card	330	300	350	300
	✓ Tax Adjustments Processed	300	370	300	400
	✓ Water Bill Payments Processed Manually	36,600	27,000	36,000	27,000
	✓ Water Bill Payments Processed - Lockbox	50,700	61,800	51,000	62,000
	✓ Water Bill Payments Processed - Auto Pay	15,300	15,700	15,500	16,000
	✓ Special Assessments Billed	100	90	90	90
	✓ Invoices Processed	1,500	1,150	1,400	4,000
	✓ Number of Pieces of Mail Processed	165,000	130,000	170,000	130,000
✓ Customers Enrolled in Auto Pay	3,820	3,920	4,000	4,000	
Efficiency	✓ Tax Roll Delivered to County	4/1	4/1	4/1	4/1
	✓ % of Real City Property Tax Levy Collected	98	98	98	98
	✓ % of Personal City Property Tax Levy Collected	97	97	97	97



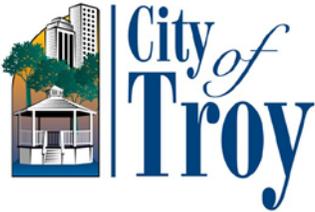
2010/11
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CITY TREASURER'S OFFICE

ORGANIZATIONAL CHART



Staff Summary	Approved 2008/09	Approved 2009/10	Recommended 2010/11
City Treasurer	1	1	1
Account Clerk I	0.5	0.5	1
Account Clerk II	2	2	2
Total Department	3.5	3.5	4



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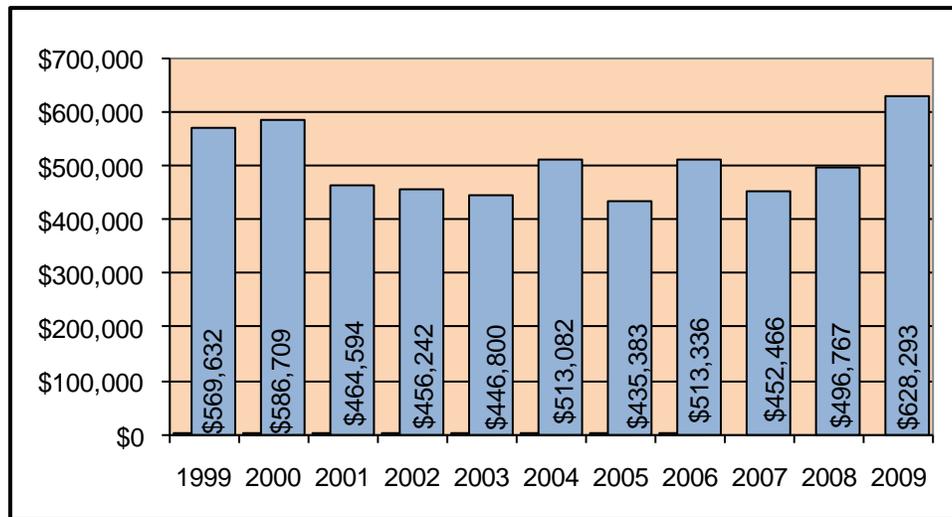
CITY TREASURER'S OFFICE

SUMMARY OF BUDGET CHANGES

- *Significant Notes – 2010/11 Budget Compared to 2009/10 Budget*

Personal Services increased \$56,497 (18%) due to the additional allocation of an Account Clerk I position which was charged ½ to Finance in the current year.

- *Operating Budget History*





City of
Troy